

**ARIZONA DEPARTMENT OF ECONOMIC  
SECURITY**

**DIVISION OF DEVELOPMENTAL DISABILITIES**

**BILLING MANUAL**

**April 2007  
(revised)**

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## **I. GENERAL PURPOSE OF THIS INSTRUCTION**

The purpose of this document is to provide assistance and clarification to providers on billing documents and the processes that are necessary in order to file a proper billing claim.

- 1. All providers are encouraged to use the Division's electronic billing process.** The advantage of using the electronic submission is an expedited processing of claims for services and review of any denials of those claims resulting in more timely payments. The file layout requirements are posted on the Division's WEB site. **Training may be arranged through Judy Niebuhr.**
- 2. The Division will also accept HCFA 1500 and UB 92 claim forms.** If you have questions about this type of claim, please contact Judy Niebuhr.

**Judy Niebuhr is the Division's Accounts Payable Manager. She can be contacted via email at [JNiebuhr@azdes.gov](mailto:JNiebuhr@azdes.gov) or via phone at 602-542-6798, (toll free at 1-866-229-5553).**

- 3. Additionally, the Division offers direct deposit.** All providers are encouraged to fill out the direct deposit forms to use the direct deposit option. The advantage to providers is that they receive payments 2 to 5 days quicker than through the mail.

The Direct Deposit form titled "ACH Vendor Authorization Form GAO-618 ACH" and the instructions are posted on the Department of Administration: [www.gao.state.az.us](http://www.gao.state.az.us). On the left side of their site, go to "Vendor and ACH Info". Then near the bottom of the new screen go to: "ACH Vendor Authorization (GAO-618) Form" and "Instructions – ACH Vendor Authorization (GAO-618)".

Complete the form per the instructions – but - **DO NOT SEND IT BACK TO THE DEPARTMENT OF ADMINISTRATION AS INSTRUCTED ON THE FORM. INSTEAD, SEND THE COMPLETED FORM TO:**

Judy Niebuhr, Site 791A  
Accounts Payable  
DDD Business Operations  
1789 W. Jefferson, 4<sup>th</sup> Floor  
Phoenix, AZ 85007

Allow sixty days for processing your request.

- 4. For all published billing rules** in the service specifications of the (QVA) contract, refer to the Division's Website. Non-published billing rules are governed by specific contract.

*Billing documents are auditable and legal documents, and must be completed and signed by all parties to be processed.*

## II. DIVISION ELECTRONIC BILLING PROCESS:

1. **Definition:** The Division's Electronic Billing process is in accordance with the Electronic Import Specification. The specifications are posted on the DDD website, "Professional Billing System Electronic Import Specification." It is highly recommended that if your average monthly billing exceeds \$100,000 that you utilize the Division's Electronic Billing.

All services, delivered on behalf of a specified consumer and paid through the Division of Developmental Disabilities, can be included on your billing disk.

*If you are interested in converting to the electronic system, contact Judy Niebuhr at: 602-542-6798 (toll free at 1-866-229-5553) or email [JNiebuhr@azdes.gov](mailto:JNiebuhr@azdes.gov).*

2. **Only One Disk may be submitted to the Division per month:** When utilizing the Electronic Billing System, you may only submit one disk to the Division per month. This disk:
  - can include all districts,
  - may include all re-bills for the current fiscal year, and,
  - may include original bills.

You should bill either entirely on disk or paper, **but not both**.

You may include multiple months within the same fiscal year on a disk, and multiple districts on the same disk.

You may not bill for future services.

3. **Where to Submit Disk:** Submit your disk to:

Judy Niebuhr, Site 791A  
Accounts Payable  
DDD Business Operations  
1789 W. Jefferson, 4<sup>th</sup> Floor  
Phoenix, AZ 85007

4. **Billing Segments:** You are required to bill on a different line for any breaks in continuous days of service, when rates change or when the Individual Service Plan changes.

For example, if you are billing for Day Treatment and Training for a consumer that goes from Monday through Friday with no break in service (from the 1<sup>st</sup> to the 5<sup>th</sup> of the month), you may bill on one line from the 1<sup>st</sup> to the 5<sup>th</sup>.

You will need to bill a new billing segment (line) for the next week from the 8<sup>th</sup> to the 12<sup>th</sup>, if there was no break in services for that time period and so forth

If a consumer is absent for one day, say on the 3<sup>rd</sup>, you will need to bill from the 1<sup>st</sup> to the 2<sup>nd</sup> on one line; (you cannot bill for absent units except for Room and Board) so the next segment (line) would be from the 4<sup>th</sup> to the 5<sup>th</sup>, and so on.

If there is a change in the Individual Service Plan, a new billing segment is required. For example, if the current Individual Service Plan goes through June 15th and a new one starts June 16th, you will need to bill one segment from June 1 through June 15 if there were no breaks in service - and a new segment for June 16th forward.

The total daily number of units of service for that billing segment, multiplied by your hourly rate will give you the total for that billing segment

For all published - rate services, your rate can be found on the DDD website. [www.azdes.gov/ddd/](http://www.azdes.gov/ddd/).

Click on - "For Important Vendor Information",  
then - "For General Information About Qualified Vendors",  
then - "Rates",  
then - "RateBook".

For non-published rate services, your contract "Price Sheet" determines your billing rate.

An example of a published rate service: You were providing HAI – Habilitation, Independent Setting - from the 1<sup>st</sup> to the 5<sup>th</sup>; 5 days at 2 hours per day for a total of 10 hours.

You are providing this service to two consumers at the same time (1:2 staffing ratio).

In September of 2005, the billable rate was \$11.61/hour per consumer.

Your bill should show 2 hours each day for 5 days for each consumer on two separate lines.

This totals to 10 hours (x) times your rate of \$11.61 for a total of \$116.10 for the five-day billing segment for each consumer.

When doing the math, always use the standard rounding convention. For example, if the calculated number is \$6.345, round **up** to \$6.35, if the calculated number is \$6.344, round **down** to \$6.34

*Each break in continuous dates of service, whether a weekend, absence or a holiday would require a new billing segment.*

***NOTE: All Respite, whether continuous (daily) or short term (hourly) must be invoiced by date of service.***

***For Therapy Services and Nursing - if the family has private insurance and the provider has not been issued a waiver by the Division, a hard copy of the Explanation of Benefits must be attached.***

- 5. Invoice Sheet:** You **are** required to complete the invoice cover sheet. This form: "Monthly Invoice Cover Sheet", is available on the DDD web site.

### III. PAPER - HARD COPY - BILLINGS PROCESS:

**These invoice submittals require data input by division staff into the electronic system. This results in longer processing time.**

**Two Formats: (1) Uniform Billing Document (UBD Short Form), and (2) Date of Service / Uniform Billing Document (DOS / UBD Long form).**

- 1. Definition:** Non-electronic submittal of a claim in the Division's approved Short or Long Form format. Instructions and copies of these forms are located near the end of this document
- 2. One Billing Document per Month:** When utilizing the paper billing, you may only submit one bill to the Division per month. This bill may include all districts and re-bills as well as original bills. You should bill either entirely on disk or paper, but not both.

You may include multiple months within the same fiscal year on a bill, and multiple districts on the same bill.

***Billing documents must be completed in blue or black ink and submitted in paper format, no pencils or White Out will be permitted. Bills not completed in full, signed and dated, will be returned for completion and resubmission.***

***Note: Bills may not be FAXed***

You may not bill for services not yet provided.

- 3. Where to Submit your Paper Bills:** Submit your paper bill to:

Judy Niebuhr, Site 791A  
Accounts Payable  
DDD Business Operations  
1789 W. Jefferson, 4<sup>th</sup> Floor  
Phoenix, AZ 85007

- 4. Billing Segments:** You are required to bill on a different line for any breaks in continuous days of service, when rates change or when the Individual Service Plan changes.

For example, if you are billing for Day Treatment and Training for a consumer that goes from Monday through Friday with no break in service (from the 1<sup>st</sup> to the 5<sup>th</sup> of the month), you may bill on one line from the 1<sup>st</sup> to the 5<sup>th</sup>.

You will need to bill a new billing segment (line) for the next week from the 8<sup>th</sup> to the 12<sup>th</sup>, if there was no break in services for that time period and so forth

If a consumer is absent for one day, say on the 3<sup>rd</sup>, you will need to bill from the 1<sup>st</sup> to the 2<sup>nd</sup> on one line; (you cannot bill for absent units except for Room and Board) so the next segment (line) would be from the 4<sup>th</sup> to the 5<sup>th</sup>, and so on.

If there is a change in the Individual Service Plan, a new billing segment is required. For example, if the current Individual Service Plan goes through June 15th and a new one starts June 16th, you will need to bill one segment from June 1 through June 15 if there were no breaks in service - and a new segment for June 16th forward.

The total daily number of units of service for that billing segment, multiplied by your hourly rate will give you the total for that billing segment.

For all published rate services, your rate can be found on the DDD website. [www.azdes.gov/ddd/](http://www.azdes.gov/ddd/).

Click on - "For Important Vendor Information",  
then - "For General Information About Qualified Vendors",  
then - "Rates",  
then - "RateBook".

For non-published rate services, your contract "Price Sheet" determines your billing rate.

As an example of a published rate service: You were providing HAI – Habilitation, Independent Setting - from the 1<sup>st</sup> to the 5<sup>th</sup>; 5 days at 2 hours per day for a total of 10 hours.

You are providing this service to two consumers at the same time (1:2 staffing ratio).

In September 2005, the billable rate was \$11.61/hour per consumer.

Your bill should show 2 hours each day for 5 days for each consumer on two separate lines.

This totals to 10 hours (x) times your rate of \$11.61 for a total of \$116.10 for the five-day billing segment for each consumer.

When doing the math, always use the standard rounding convention. For example, if the calculated number is \$6.345, round **up** to \$6.35, if the calculated number is \$6.344, round **down** to \$6.34

*Each break in continuous dates of service, whether a weekend, absence or a holiday would require a new billing segment.*

***NOTE: All Respite, whether continuous (daily) or short term (hourly) must be invoiced by date of service.***

***For Therapy Services and Nursing - if the family has private insurance and the provider has not been issued a waiver by the Division, a hard copy of the Explanation of Benefits must be attached.***

***Therapies must be billed day specific.***

- 5. Invoice Sheet:** You **are** required to complete the invoice cover sheet. This form: "Monthly Invoice Cover Sheet", is available on the DDD web site.

#### **IV. ACCOUNTS PAYABLE CONTACTS**

If you have any questions when preparing your FY06 billing, please direct your questions to Judy Niebuhr. She can be contacted via email at [JNiebuhr@azdes.gov](mailto:JNiebuhr@azdes.gov) or via phone at 602-542-6798, (toll free at 1-866-229-5553).

In addition, the following resources are available:

**1. Fiscal Intermediary (Public Partnerships LLC) Billing Questions:**

**Chris Libby-Auer, e-mail - [CLibby-Auer@azdes.gov](mailto:CLibby-Auer@azdes.gov)**

**2. Researching Payments On-Line**

If you are a Qualified Vendor, you can access your payments through the FOCUS system rather than the process described above.

To find your payments on-line go to:

[www.azdes.gov/ddd/](http://www.azdes.gov/ddd/)  
Vendor information  
Qualified Vendor Application Directory Process  
Log in to Vendor Directory  
Input (email and password)  
Professional Billing System  
Reports  
Provider Billing Detail Report

The Division will not send out payments or denials if the contractor is a Qualified Vendor because that information is available through the Professional Billing System.

#### **V. HEALTH CARE PROCEDURE CODE SYSTEM (HCPCS)**

Providers invoicing the Division by the Division's Electronic Billing system shall bill using the three digit alpha code for services contained in the Billing Crosswalk (Document 8). This code table is effective 11/20/06.

However, Providers need to bill in accordance with their service authorizations to prevent billing denials. If you have questions, contact your District Program Manager or your District Administrative Services Officer (ASO)

#### **VI. NATIONAL PROVIDER IDENTIFICATION NUMBER -**

The federal National Provider Identifier (NPI) is the health care provider identification system adopted by the U.S. Department of Health and Human Services (HHS) as part of the implementation of the Health Insurance Portability and Accountability Act (HIPAA). See new document 9, "National Provider Identifier" for more information.



## VII. DIVISION STAFF RESOURCES (Rev April 2007)

District Program Administrator/Manager and Program staff	Administrative Services Officer, Business Operations and Contracts staff
<p>Cici Bajema, CBajema@azdes.gov Ann Kase, AKase@azdes.gov (Contracts) Bernis Starr, BStarr@azdes.gov Nancy Burdick, NBurdick@azdes.gov Amy Schmerman, ASchmerman@azdes.gov</p>	<p><b><u>District I</u></b> Connie Castles, CCastles@azdes.gov Margie Silva, MargieSilva@azdes.gov,  Louise Verdugo, LVerdugo@azdes.gov (Contracts)</p>
<p>Ric Zaheria, RZaharia@azdes.gov Refer questions to Business Operations staff</p>	<p><b><u>District II</u></b> Jodi Miller, JodiMiller@azdes.gov Rosie Blystra, RBlystra@azdes.gov Sylvia Martinez (A-D), SLMartinez@azdes.gov Laura Toone (E-K), LaThompson@azdes.gov Christina Frklich (L-R), CFrklich Gloria Cardenas (S-Z), GCardenas@azdes.gov John Scanlon, JScanlon@azdes.gov (Contracts)</p>
<p>Susan Hawley, SHawley@azdes.gov Melinda Parker, MelindaParker@azdes.gov Susan Hawley, SHawley@azdes.gov (Contracts)</p>	<p><b><u>District III</u></b> Bobbie Garcia, BGarcia@azdes.gov Melanie Herrera, MelanieHerrera@azdes.gov Glen McCurley, GMcCurley@azdes.gov</p>
<p>Terri Kennedy, Tkenedy@azdes.gov Tami Gall, TMcIntosh@azdes.gov (Contracts) Michael Merryman, MMerryman@azdes.gov</p>	<p><b><u>District IV</u></b> Robert Rodriquez, RobertRodriquez@azdes.gov Glen McCurley, GMcCurley@azdes.gov</p>
<p>Joseph Priniski, JPriniski@azdes.gov Peggy Lopez, PeggyLopez@azdes.gov (Contracts) Melinda Helmick, MHelmick@azdes.gov LaMonica Baer, LBaer@azdes.gov</p>	<p><b><u>District V</u></b> Carolyn Cummings, CCummings@azdes.gov Glen McCurley, GMcCurley@azdes.gov</p>
<p>Tim Sikkema, TSikkema@azdes.gov Bill Dobias, WDoobias@azdes.gov Jerry Murphy, JerryMurphy@azdes.gov (Contracts) Eva Arbizo, EArbizo@azdes.gov Maria Garcia, MariaGarcia@azdes.gov Linda Southwell, LSouthwell@azdes.gov Joe Tracewell, JTracewell@azdes.gov</p>	<p><b><u>District VI</u></b> Eileen Dobias, EDobias@azdes.gov Margaret Figueroa, MFigueroa@azdes.gov Glen McCurley, GMcCurley@azdes.gov  John Scanlon, JScanlon@azdes.gov (Contracts)</p>

Barbara Martinez-Maley, BarbaraMartinez-Maley@azdes.gov

**Arizona Training Program at Coolidge**

Scott Umbreit, SUmbreit@azdes.gov

Lynn Martindale, LMartindale@azdes.gov

Julene Hollenbach, JHollenbach@azdes.gov

**VII. DOCUMENTS REFERENCED IN THE BILLING MANUAL**

- 1) Monthly Invoice Cover Sheet - to be attached to both paper and electronic bills. (December 2006)**
- 2) Instructions for Uniform Billing Document (Short Form), Including Place of Service Codes. (rev April 2007)**
- 3) Uniform Billing Document (Short Form) (rev April 2007)**
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- 7) Fiscal Intermediary (December 2006)**
- 8) Billing Crosswalk (December 2006)**
- 9) National Provider Identification (new April 2007)**

**Please observe the date on the document or form you are using to be sure you have the latest edition.**